



OFFICE SERVICES SUPERVISOR II (GENERAL)
California Correctional Health Care Services
California Department of Corrections and Rehabilitation

PROMOTIONAL – STATEWIDE EXAMINATION

FILING PERIOD: AUGUST 30, 2013 to SEPTEMBER 16, 2013

CONTACT
INFORMATION
ON THE WEB

www.cphcs.ca.gov

www.ChangingPrisonHealthCare.org

We are an Equal Employment
Opportunity employer to all
regardless of race, color, creed,
national origin, ancestry, sex, marital
status, disability, religious or political
affiliation, age, or sexual orientation.

Position Information

Positions currently exist statewide with the California Correctional Health Care Services and the California Department of Corrections and Rehabilitation.

The Office Services Supervisor II (General), under general direction, incumbents plan, organize, and direct the work of a medium-sized group engaged in difficult clerical work. Typical tasks include receptionist and secretarial support; typing and word processing support; mail and document receiving and distribution; filing and records management; document preparation and review; composition of letters, procedure manuals and reports; gathering and giving of information over the telephone or by personal contact; statistical, financial, and other record-keeping functions; and ordering and maintaining supplies and equipment. This is the first full supervisory level.

Salary and Benefit Information

Currently, as of July 1, 2013: \$2,953 – \$3,698 per month

For a summary of benefits, visit the California Department of Human Resources at:

<http://www.calhr.ca.gov/employees/pages/salary-and-benefits.aspx>

Who Can Apply

Applicants must meet one of the following criteria, in addition to meeting the education and/or experience requirements as stated in the next section, by the final filing date of September 16, 2013:

1. have a current permanent civil service appointment, or have had a permanent civil service appointment within the past three years, with the California Correctional Health Care Services or the California Department of Corrections and Rehabilitation (with no subsequent break in state services);
2. be a current or former employee of the Legislature for two or more years as defined in Government Code (GC) § 18990;
3. be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in GC § 18992;



**Office Services Supervisor II
(General)**

*California
Correctional Health
Care Services' vision is to
provide constitutionally
adequate medical care to
patient-inmates of the California
Department of Corrections and
Rehabilitation within a delivery
system the State can
successfully manage and
sustain.*

Who Can Apply (Continued)

4. be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in GC § 18991. Candidates filing under this GC need to submit a legible copy of their discharge (DD214) along with the completed examination application.

Under certain circumstances, other employees may be allowed to compete under provisions of State Personnel Board (SPB) Rules 234, 235, and 235.2.

Candidates who have taken this examination in the past six months are not eligible to retake the examination at this time. Candidates who have passed this examination within the past six months will remain on the current eligibility list.

Minimum Qualifications

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as either "I," or "II," or "III," etc. For example, candidates who possess qualifying experience amounting to 50% of the required time of Pattern I and additional experience amounting to 50% of the required time of Pattern II may be admitted to an examination as meeting 100% of the overall experience requirement.

Either I

Experience: One year of experience in California state service performing duties of a class with a level of responsibility equivalent to Office Technician.

Or II

Experience: Three years of clerical experience, at least one year of which shall have been in a responsible position performing a variety of difficult clerical work or supervising the work of a small group of employees. (Experience in the California state service applied toward the specialized one-year requirement must be performing duties of a class with a level of responsibility equivalent to Office Technician.)

Examination Information

This examination consists of a Training and Experience Assessment weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.



Examination Information (Continued)

**TRAINING AND EXPERIENCE ASSESSMENT
WEIGHTED 100%**

**Office Services Supervisor II
(General)**

*California
Correctional Health
Care Services' vision is to
provide constitutionally
adequate medical care to
patient-inmates of the California
Department of Corrections and
Rehabilitation within a delivery
system the State can
successfully manage and
sustain.*

Knowledge of:

1. Modern office methods, supplies, and equipment.
2. Business English and correspondence.
3. Principles and techniques of effective supervision.
4. Department's Equal Employment Opportunity objectives.
5. A supervisor's role in the Equal Employment Opportunity Program and the processes available to meet Equal Employment Opportunity objectives.

Ability to:

1. Perform difficult clerical work, including ability to spell correctly, and use good English.
2. Follow oral and written directions.
3. Read and write English at a level required for successful job performance.
4. Make clear and comprehensive reports and keep difficult records.
5. Meet and deal tactfully with the public.
6. Apply specific laws, rules, and office policies and procedures.
7. Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar, and spelling.
8. Communicate effectively.
9. Plan, organize, direct, and supervise the work of others.
10. Effectively contribute to the department's Equal Employment Opportunity objectives.
11. Work independently.
12. Modify established procedures and methods to meet changing needs.
13. Supervise the work of a medium-sized group.

How to Apply and Test

The Application and Training and Experience Assessment are available on the internet. Applicants respond to questions regarding their ability to meet minimum qualifications, provide contact information, and take the Training and Experience Assessment. The application form for Office Services Supervisor II (General) is contained within the internet process; therefore, a standard state application is not necessary. You may apply and take the Training and Experience Assessment on the internet by connecting to the following on-line instructions:

http://cphcs.hodesiq.com/bl_joblist.asp



CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES



Office Services Supervisor II (General)

*California
Correctional Health
Care Services' vision is to
provide constitutionally
adequate medical care to
patient-inmates of the California
Department of Corrections and
Rehabilitation within a delivery
system the State can
successfully manage and
sustain.*

How to Apply and Test (Continued)

If you do not have internet access, there are public access internet terminals in over 150 California public libraries. Contact your local library for information as to where the nearest internet terminal is located and the policies related to usage.

If you have a disability and need special testing arrangements, please contact the California Correctional Health Care Services' Selection Services Section at (916) 691-5894 to make specific arrangements.

Application Deadline/Testing Period

The Application and Training and Experience Assessment are available on the internet from **August 30, 2013 at 8:00 a.m. to September 16, 2013 at 5:00 p.m., Pacific Time**. During that period, you may apply and take the Training and Experience Assessment on our internet-testing site.

Please allow a sufficient amount of time, approximately 30 – 60 minutes, to complete both the Application and Training and Experience Assessment process before the 5:00 p.m. deadline. All Applications and Training and Experience Assessments NOT completed by the 5:00 p.m. deadline will not be accepted for any reason.

Eligible List Information

The resulting eligible list will be established to fill vacancies statewide within the California Correctional Health Care Services and the California Department of Corrections and Rehabilitation. The list will be abolished 12 months after establishment unless needs of the service and conditions of the list warrant a change in the period.

Veterans Points and Career Credits

Veteran's Preference Points will not be granted in this examination since it does not qualify as an entrance examination under the law. Career credits will not be granted in this examination.



Office Services Supervisor II (General)

*California
Correctional Health
Care Services' vision is to
provide constitutionally
adequate medical care to
patient-inmates of the California
Department of Corrections and
Rehabilitation within a delivery
system the State can
successfully manage and
sustain.*

General Information

Applications are available at the State's career website at jobs.ca.gov, local offices of the Employment Development Department, the California Correctional Health Care Services, and at the California Department of Corrections and Rehabilitation.

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement(s) does not assure a place on the eligible list. All candidates who pass the examination described in this bulletin will be ranked according to their scores.

Eligible Lists: Eligible lists established by a competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional; 2) departmental promotional; 3) multi-departmental promotional; 4) service wide promotional; 5) departmental open; 6) open. When there are two lists of the same kind, the older must be used first.

The California Correctional Health Care Services reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revisions will be in accordance with civil service laws and rules and all competitors will be notified.

General Qualifications: Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment, ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, an investigation may be made of employment records and personal history, and fingerprinting may be required.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis (high school is four years).

It is an objective of the State of California to achieve a drug-free work place. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants. Only individuals lawfully authorized to work in the United States will be hired.

For Current Examination Information, call
(916) 691-5894 or 1-877-793-4473

California Relay Service for the Deaf or Hearing Impaired:
1-800-735-2929

This bulletin cancels and supersedes all previously issued bulletins.